

Telecom Infrastructure Outsourcing: An Innovative Approach

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Abstract : Over the years the Telecom Industry in the country has shown a lot of progress in terms of infrastructure development coupled with the availability of telecom services. This has however led to the cut throat competition among various operators thus leading to reduced tariffs to the customers. The profit margins have seen a reduction thus leading the operators to think of other avenues by adopting new models while keeping the quality of service intact. The outsourcing of the network and the resources is one such model which has shown promising benefits which includes lower costs, less risk, higher levels of customer support and engagement, predictable expenses, access to the emerging technologies, benefiting from a highly skilled workforce, adaptability, focus on the core business while reducing capital costs. A lot of research has been done on outsourcing in terms of reasons of outsourcing and its benefits. However this study is an attempt to analyze the effects of the outsourcing on an organizations performance (Telecommunication Sector) considering the variables (1) Cost Reduction (2) Organizational Performance (3) Flexibility (4) Employee Performance (5) Access to Specialized Skills & Technology and the (6) Outsourcing Risks.

Keywords : outsourcing, ICT, telecommunication, IT, networking

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